

POSITION DESCRIPTION

Property Manager (Onsite)
Classification: Full-Time (Non-Exempt)
Salary Range: \$25-27/hour (Required to live onsite)
Reports to: Portfolio Manager
To Apply: Send resume to hr@casafamiliar.org

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

Casa Familiar's mission is to enhance quality of life for low-income individuals and families through advocacy, social services, education, affordable housing, arts and culture, and community and economic development. Casa's values are RESPECT, INTEGRITY, FAMILIA, CULTURE, AND COMMUNITY.

Casa seeks to employ individuals that perform all assignments with a positive "can-do" attitude while demonstrating organizational values. Ideal employees have a strong desire to support Casa Familiar's mission and the community we serve.

POSITION OVERVIEW:

The Property Manager is a mission-driven leader responsible for the daily management of Casa Familiar's diverse property portfolio, which includes affordable housing, community-serving facilities, and commercial spaces. These properties are supported by a range of funding sources, including private investments, government programs, and philanthropic grants. In this pivotal role, the Portfolio Manager represents Casa Familiar's ownership interests, ensuring that all assets are well-maintained, fiscally sound, and aligned with the organization's commitment to serving the community. With a strong focus on collaboration, the Portfolio Manager works cross-functionally with internal departments—such as Accounting, Asset Management, and Community Development—and engages external partners to ensure cohesive, mission-aligned operations.

Real Estate Portfolio: Casa Familiar's housing portfolio consists of several affordable multi-family complexes, community facilities and commercial space, located in the southern portion of San Diego County. Its portfolio includes several large affordable housing complexes in which Casa is the managing general partner. Casa Familiar manages a scattered site portfolio of smaller affordable housing complexes for which it is the sole owner. Casa Familiar also operates several community facilities including office space and recreational facilities owned by the City of San Diego.

JOB SUMMARY:

The Property Manager supports Casa Familiar's property management strategies. The Property Manager provides day-to-day operating support to ensure optimum property performance and a high-quality housing experience. The Property Manager is directly responsible for overseeing the exceptional customer care and stellar service for the community and residents by managing the site to ensure effective fiscal, physical, and social soundness. The Property Manager oversees the day-to-day operations of the property including administrative, facilities, and marketing.

In collaboration with the Portfolio Manager and Asset Manager, the Property Manager will support the physical, financial and regulatory performance of the properties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Day to Day Property & Facilities Management – 60%

- Collect rents and handle delinquent accounts
- Process applicants and lease units by following the guidelines of the Resident Selection Criteria
- Maintain accurate physical and electronic resident, property and organizational files.
- Prepare, post and mail required tenant notices and flyers.
- Log and request maintenance for units through work order system via property management platform
- Support unit turnovers and leasing process.
- In collaboration with the IT Department, support Casa Familiar events by oversight and management of vehicle and equipment reservations as well as coordination of staff.
- Market and lease vacant units.
- Process unit move outs and disposition of tenant deposits.
- Supports the resolution of resident issues.
- Support lease terminations and unlawful detainers process, as appropriate.
- Inspects the properties at least once a week to ensure the highest standards are maintained.
- Conducts periodic inspection of vacant apartments for market ready condition.

- In collaboration with the Portfolio Manager and Asset Manager, prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- In coordination with Portfolio Manager, initiate work by contracted and insured vendors within specified budgetary guidelines.
- Assists in the update, revision and/or development of forms, reports, and manuals relating to property and maintenance issues and operations. Ensures implementation, as appropriate.
- Work with cross-functional teams on any needed communication and engagement strategies necessary for successful operation of the properties.
- Attends affordable housing industry meetings and other regulatory agency meetings as required and appropriate
- Assist will annual welfare tax exemption filings in coordination with the Portfolio Manager and Asset Manager.
- Must live on-site
- Act as a responsible party on behalf of the owner
- Be on-call for after-hours emergencies
- Participate in the portfolio's alarm phone tree
- Any other duties as assigned by Property Managers, Portfolio Manager, Officers or C-Level staff.

Compliance and Reporting – 20%

- Ensure compliance and reporting with all income and rent restrictions for all properties.
- Support the preparation and submission of required reporting
- Manage property and tenant files.
- Maintain effective relationships with residents, community and industry groups, including partners, investors, lenders, and regulatory bodies.
- In coordination with the Portfolio Manager and Asset Manager work with the Finance Department to review and deliver audits, budgets, monthly reports and updates to required parties including executive leadership.

- Any other duties as assigned by Property Managers, Portfolio Manager, Officers or C-Level staff.

Collaboration with Community Development Department 10%

- Work independently and/or in collaboration with Community Development staff to provide access to properties during construction, rehab, and property repairs to ensure project/property stabilization.
- Work in collaboration with Community Development Department to resolve any property related operational matter
- In collaboration with the Portfolio Manager and Asset Manager and Community Development Department, develop Capital Plans for existing or newly acquired properties
- Assist with developing operating budgets for new and existing developments
- Any other duties as assigned by Property Managers, Portfolio Manager, Officers or C-Level staff.

Other Duties 10%

- Participate in various external working groups dedicated to community development and/or asset and property management
- Participate in various agency events and initiatives as required or needed
- Other duties as assigned
- Any other duties as assigned by Property Managers, Portfolio Manager, Officers or C-Level staff.

SKILLS, EXPERIENCE, AND EDUCATIONAL REQUIREMENTS:

- Required to have a Real Estate License Issued by the state of California or obtain within 6 months of hiring.
- Working knowledge of day-to-day property management of multifamily, facilities and commercial properties
- Experience with affordable housing program
- Minimum of 3-4 years of property management
- You can execute professional level customer service and multitask effectively.
- You possess good communication skills both, verbal and written

- You have a passion for helping others
- You have a strong knowledge of MS Word, Excel, and Outlook
- Working knowledge of AppFolio platform highly desirable
- Excellent oral and written communication skills
- Ability to read, interpret, and present financial data
- Ability to effectively prioritize tasks and work independently and in groups
- Ability to handle sensitive and confidential information
- Ability to work with diverse cultures and aptitudes
- Bilingual English/Spanish (written/oral) required
- Valid California driver's license and regular availability of an insured vehicle for travel within the San Diego County area

ADDITIONAL INFORMATION:

This position requires the Property Manager to live on-site at a discounted rate.

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb., and being able to drive to the bank and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time, exempt position with occasional work responsibilities on weekends and/or evenings depending on the season calendar.

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

BENEFITS SUMMARY:

- Medical, dental, vision, and life insurance
- 403(b) Retirement – Casa contributes 3% of your annual income.
- Vacation, Wellness Days, Sick Days, Bereavement, and Jury Duty.
- Employee Assistance Program (EAP)
- Mileage Reimbursement



119 West Hall Avenue
San Ysidro, CA 92173
619-428-1115
www.casafamiliar.org

Job Type: Full-time

Schedule:

- 8-hour shift

Ability to Commute:

- San Ysidro, CA 92173 (Preferred)

Ability to Relocate:

- San Ysidro, CA 92173: Relocate before starting work (Preferred)

Work Location: In person